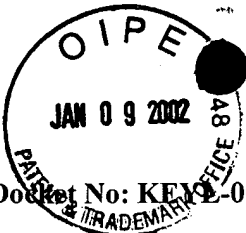


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Attorney Docket No: KEY-001/02US

PATENT

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231 on 6 NOV 01.

By: [Signature]

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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JAN 16 2002

In re application of Oran M. THOMAS et al.

Serial No.: 09/587,236

JAN 16 2002

Technology Center 2600

Filed: 02 June 2000

Technology Center 2100

For: SYSTEM AND METHOD FOR MONITORING USER INTERACTION WITH WEB PAGES

Assistant Commissioner for Patents
Washington, D.C. 20231

REQUEST FOR WITHDRAWAL AS ATTORNEY OR AGENT AND CHANGE OF ADDRESS

I hereby apply to withdraw as attorney or agent for the above-identified application. I am signing on behalf of the following additional attorneys and agents also withdrawing:

Alexandra J. Baran	Peter R. Leal	Michelle S. Rhyu
Aaron S. Brodsky	Marcella Lillis	Bryan D. Richardson
Shelley P. Eberle	Thomas W. Lynch	Howard R. Richman
Thomas L. Ewing	Richard L. Neeley	Gurjeev K. Sachdeva
Karen E. Flick	Craig P. Opperman	C. Scott Talbot
Richard M. Goldman	Jeffrey A. Pade	Rick A. Toering
Willis E. Higgins	Marya A. Postner	Peter J. Yim
Duane S. Kobayashi	Susan L. Preston	Kevin J. Zimmer

Please see attached letter, change the correspondence address and direct all future correspondence to:

Pillsbury Winthrop LLP
11975 El Camino Real, Suite 200
San Diego, CA 92130

Cooley Godward LLP
Attn: Patent Group
Five Palo Alto Square
3000 El Camino Real
Palo Alto, CA 94306-2155
Tel: (650) 843-5000
Fax: (650) 857-0663

Respectfully submitted,
COOLEY GODWARD LLP

By: [Signature]
Tom M. Moran
Reg. No. 26,314

keylime

Keylime
C & M

October 2, 2001



Fred Muto
Managing Partner
Cooley Godward, LLP
4401 Eastgate Mall
San Diego, CA 92121

Re: Termination Of Services

Dear Fred,

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As you may have heard, I joined Keylime Software as its new CEO this week.

Because of the Transamerica lease situation, and the role that Cooley Godward provided as our counsel in the matter, The Board of Directors of Keylime have decided to sever the current working relationship between our two companies.

The Board have also selected Pillsbury Winthrop, LLP, 11975 El Camino Real, Ste 200, San Diego, CA 92130 (Attn: Mike Hird) to handle our legal matters in the future. I would like to speak with you later this week to discuss the appropriate transition plans.

You can reach me at (760) 476-6405 to discuss the matter.

Sincerely,

Steven R. Mitgang
CEO
Keylime Software